

TECHNICAL PAPER INDEX

| | |
|--|----|
| 1.2.1 — Statistics Division | |
| HOW TO RUN MIXTURE EXPERIMENTS FOR PRODUCT QUALITY | 1 |
| John A. Cornell , University of Florida, Gainesville, FL | |
| LCS 523:20:000 | |
| DIAGNOSTICS AND GRAPHICS FOR INFLUENTIAL DATA | 7 |
| Roy E. Welsch , M.I.T., Cambridge, MA | |
| LCS 541:00:000 | |
| 1.2.2 — Quality Auditing Technical Committee | |
| QUALITY AUDIT—MEANS TO MANAGEMENT COMMITMENT | 10 |
| John H. Farrow , Marquette University, Elm Grove, WI | |
| LCS 345:90:000 | |
| THE TWO-TIER AUDIT SYSTEM | 14 |
| Raymond Goldstein , Litton Industries Data Systems, Van Nuys, CA | |
| LCS 345:70:000 | |
| QUALITY AUDITING AS A MANAGEMENT FUNCTION | 17 |
| Stanley A. Marash , Stat-A-Matrix-Group, Edison, NJ | |
| LCS 345:10:439 | |
| 1.2.3 — Energy Division | |
| MANAGERIAL ATTITUDE TOWARD QUALITY ASSURANCE | 20 |
| Harley J. Kirschenmann , EG&G Idaho, Inc., Idaho Falls, ID | |
| LCS 670:10:099 | |
| MANAGEMENT OF QA IN AN R&D ORGANIZATION | 25 |
| Dennis E. Ryder , Pacific Northwest Laboratory, Richland, WA | |
| LCS 310:70:991 | |
| COMMON SENSE—PRIME INGREDIENT IN THE QUALITY PIE | 31 |
| Michael A. Verderosa , Consumers Power Company, Midland, MI | |
| LCS 310:70:300 | |
| 1.2.5 — Vendor/Vendee Technical Committee | |
| MANAGEMENT COMMITMENT TO SUPPLIER QUALITY PROGRAMS | 35 |
| Charles L. Carter, Jr. , Rath & Strong Inc., Richardson, TX, William H. Anderson , General Electric Company, Broomall, PA, Harry D. Greiner , Management Systems Analysis, Wildwood Crest, NJ and Harold N. Wilson , Bendix Corp., Kansas City, MO | |
| LCS 310:70:000 | |
| 1.2.6 — Administrative Applications Division | |
| A TOOL FOR MEASURING MANUFACTURING QUALITY | 40 |
| William S. Messina , IBM Corp.—General Products, Tucson, AZ | |
| LCS 670:20:400 | |
| PRODUCTIVITY AND QUALITY: OTHER WAYS TO IMPROVE | 45 |
| Thomas J. Cartin , Northrop Corp., Electronics Div., Hawthorne, CA | |
| LCS 670:10: 439 | |
| THE ROLE OF ASQC IN ACADEMIC PROGRAMS | 49 |
| Gordon K. Constable , Wright State University, Dayton, OH | |
| LCS 320:10:400 | |

1.3.1 — Statistics Division

| | |
|---|----|
| COMPREHENSIVE APPROACH FOR EVALUATING ACCEPTANCE SAMPLING PROCEDURES | 54 |
| Duane I. Dietrich, University of Arizona, Tucson, AZ and Avigdor Zonnenshain, Armament Development Authority, Israel LCS 221:70:000 | |
| AN OVERVIEW OF ACCEPTANCE CONTROL | 64 |
| Edward G. Schilling, General Electric Company, Cleveland, OH LCS 221:70:000 | |

1.3.2 — Electronics Division

| | |
|---|----|
| QUALITY VERIFICATION OF MANUFACTURING PLANNING | 70 |
| L. Ferris Bell, General Dynamics Corp., San Diego, CA LCS 340:70:439 | |
| MANAGEMENT'S COMMITMENT TO QA INCLUDES ESD CONTROL | 76 |
| Winston C. Downer, Ford Aerospace and Communications, Palo Alto, CA LCS 310:70:548 | |
| COMMITMENT TO QUALITY THROUGH A STRATEGIC PLAN | 82 |
| Henry J. Kohoutek, Hewlett-Packard Company, Ft. Collins, CO LCS 310:10:436 | |
| ESSENTIALS OF EFFECTIVE PRODUCT QUALITY MANAGEMENT | 87 |
| V. Sridharan, UW-Milwaukee, Milwaukee, WI, and R. Subramanian, M.A. Srinivas and A.K. Sahu, Bharat Heavy Electricals Ltd., India LCS 020:70:436 | |

1.3.3 — Aerospace and Defense Division/Software Committee

| | |
|---|-----|
| QUALITY ENGINEERING—A COMMITMENT TO MANAGEMENT | 93 |
| Frederick C. Marshall, Martin Marietta Aerospace, Cocoa Beach, FL LCS 310:70:000 | |
| GENERATIVE QUALITY ASSURANCE PLANNING | 95 |
| Lawrence A. Wilson and David C. Whitworth, Lockheed-Georgia Company, Marietta, GA LCS 640:70:437 | |
| SOFTWARE RELIABILITY AND THE MUSA MODEL | 101 |
| Thomas E. Konchan, Raytheon Company, Bedford, MA LCS 821:70:439 | |
| SOFTWARE QUALITY ASSURANCE STAFFING PROBLEMS | 108 |
| Kenneth S. Mendis, Raytheon Company, Portsmouth, RI LCS 331:70:991 | |

1.3.4 — Administrative Applications Division—Banking

| | |
|---|-----|
| NEW CHALLENGE FOR QUALITY CONTROL FLOAT REDUCTION | 113 |
| Mirek R. Cejka, Manufacturers Hanover Trust Company, New York, NY LCS 030:10:760 | |
| QUALITY + OR - QUALITY COSTS EQUALS PRODUCTIVITY | 121 |
| Charles A. Aubrey II and Debra A. Zimble, Continental Illinois National Bank, Chicago, IL LCS 353:70:760 | |

| | |
|--|-----|
| QUALITY CONTROL OF CHECK PROCESSING | 126 |
| Roy N. Vandenburg, IBM Corp., Charlotte, NC | |
| LCS 030:90:760 | |
| QUALITY CONTROL IN BANK OPERATIONS | 131 |
| Roger G. Langevin, Argyle Associates, Inc., South Salem, NY | |
| LCS 300:90:700 | |
| 1.3.5 — Vendor/Vendee Technical Committee | |
| IMPROVING QUALITY/PURCHASING TEAMWORK | 136 |
| Warren E. Norquist, Polaroid Corp., Weston, MA | |
| LCS 650:40:000 | |
| THE MANY FACETS OF VENDOR RATING PLANS | 142 |
| Bryan D. Held, Doerr Electric Corp., Cedarburg, WI | |
| LCS 650:40:000 | |
| R.I.P.—A PROGRAM FOR SUPPLIER QUALITY IMPROVEMENT | 150 |
| John A. Burgess, Westinghouse Electric Corp., Muncie, IN | |
| LCS 351:40:436 | |
| 1.3.6 — Automotive Division | |
| THE TRW QUALITY COLLEGE | 157 |
| John M. Groocock, TRW Inc., Cleveland, OH | |
| LCS 300:70:400 | |
| KEY ELEMENTS IN QUALITY AND RELIABILITY ASSURANCE | 163 |
| Carlisle R. Davis, General Motors Corp., Detroit, MI | |
| LCS 300:70:437 | |
| STATISTICAL DETERMINATION OF COLOR TOLERANCES | 168 |
| Lonnie C. Vance, General Motors Corp., Warren, MI | |
| LCS 440:70:439 | |
| 2.2.1 — Statistics Division | |
| DOUBLE SAMPLING BASED UPON COSTS AND LOT HISTORY | 174 |
| Kenneth E. Case and John B. Keats, Oklahoma State University, Stillwater, OK and | |
| Shao-Shing Chen, National Taiwan Institute of Technology, Republic of China | |
| LCS 221:70:400 | |
| MULTIVARIATE ACCEPTANCE SAMPLING PLANS | 181 |
| Edward R. Hansen, Gillette Company, South Boston, MA | |
| LCS 223:70:000 | |
| 2.2.3 — Quality Auditing Technical Committee | |
| QUALITY AUDIT IMPLEMENTATION | 188 |
| Anil N. Parikh, E.I. DuPont de Nemours & Company, Chattanooga, TN | |
| LCS 345:70:000 | |
| ASSURE COMPLIANCE THROUGH A THREE-WAY AUDIT PROGRAM | 191 |
| Mark C. Hehl, Northrop Corp., Rolling Meadows, IL | |
| LCS 345:70:438 | |

| | |
|---|-----|
| TOTAL QUALITY AUDIT: A NEW APPROACH..... | 197 |
| Madhav N. Sinha, Sinha and Associates, Canada and Walter O. Willborn, University of Manitoba, Canada LCS 345:70:000 | |
| 2.2.4 — Quality Costs Technical Committee | |
| QUALITY COST BREAKTHROUGHS IN U.S. PRODUCTION | 202 |
| August B. Mundel, August B. Mundel & Associates, White Plains, NY LCS 600:90:000 | |
| QUALITY COSTS IN THE PROCESS INDUSTRIES | 207 |
| Walter Siff, James River Graphics, South Hadley, MA LCS 353:30:400 | |
| USING QUALITY COSTS IN PRODUCTIVITY MEASUREMENT | 211 |
| D. Scott Sink and John B. Keats, Oklahoma State University, Stillwater, OK LCS 353:20:000 | |
| 2.2.5 — Special Session | |
| A QUALITY STRATEGY OF THE 80's | 217 |
| Harold S. Page, Polaroid Corp., Cambridge, MA LCS 310:70:438 | |
| 2.2.6 — Reliability Division | |
| LOCATING THE KEY VARIABLE(S) | 231 |
| Robert W. Traver, Reddy, Berger, Rosen & Woods, Inc., Averill Park, NY LCS 523:70:439 | |
| ESTIMATING THE PROPORTION OF EARLY FAILURES | 238 |
| Charles R. McConnell, W.A. Golomski & Associates, Berwyn, IL LCS 822:70:436 | |
| ENGINEERING RELIABILITY: A MANAGERIAL APPROACH..... | 243 |
| Balbir S. Dhillon, University of Ottawa, Canada LCS 800:10:436 | |
| 2.3.1 — Statistics Division | |
| QMP/ASP: A MODERN ALTERNATIVE TO MIL-STD-105D | 249 |
| George Buswell and Bruce Hoadley, Bell Laboratories, Holmdel, NJ LCS 220:70:400 | |
| TRINOMIAL SAMPLING PLANS TO MATCH MIL-STD-105D | 256 |
| John A. Clements, Gillette Company, Weymouth, MA LCS 222:70:439 | |
| 2.3.2 — Aerospace and Defense Division | |
| QUALITY PROCESS CONTROLS — JET ENGINE COMPONENTS..... | 265 |
| Jimmy L. Cody, Chem-Tronics, Inc., El Cajon, CA LCS 020:70:434 | |
| MANAGING A MULTIDIVISIONAL QUALITY FUNCTION..... | 268 |
| John W. Comish, Bendix Corp., Arlington, VA LCS 330:10:439 | |

| | |
|--|-----|
| INVESTING IN QUALITY EDUCATION | 272 |
| Ray A. Klotz, Watkins-Johnson Company, San Jose, CA | |
| LCS 320:10:439 | |
| 2.3.3 — Human Resources Division | |
| MATURITY GRIDS: A MANAGEMENT TOOL FOR QUALITY | 277 |
| Terry R. Sargent, Westinghouse Electric Corp., Arnold, MD | |
| LCS 310:10:000 | |
| QUALITY OF HUMAN RESOURCES AND ITS MANAGEMENT | 283 |
| Miroslav Nadj and Henriette Nadj, Environmental Technologies, Vista, CA | |
| LCS 010:00:000 | |
| MANAGEMENT COMMITMENT—TO JAPANESE APPLE PIE | 289 |
| Lawrence R. Dorsky, L.R. Dorsky & Assoc., Springfield, NJ | |
| LCS 310:10:439 | |
| 2.3.4 — Quality Costs Technical Committee | |
| QUALITY COSTS IN A NON-MANUFACTURING ENVIRONMENT | 296 |
| Frank Scanlon, Hartford Insurance Group, Hartford, CT | |
| LCS 353:10:763 | |
| THE QUALITY MANAGER'S JOB: OPTIMIZE COSTS | 301 |
| William C. Noz, Jr., Bradley F. Redding and Paul A. Ware, Polaroid Corp., Lexington, MA | |
| LCS 353:10:400 | |
| 2.3.5 — Automotive Division | |
| IMPLEMENTATION OF R&QA PRACTICES IN R&D PROGRAMS | 307 |
| H. Bankaitis, NASA Lewis Research Center, Cleveland, OH | |
| LCS 310:70:991 | |
| AUTOMOBILE BODY DIMENSIONAL CONTROL SYSTEM | 315 |
| Francis E. Plonka, Chrysler Corp., Detroit, MI | |
| LCS 122:60:437 | |
| OPTIMIZING RUBBER EXTRUSION PERFORMANCE WITH S.Q.C. | 321 |
| Lawrence A. Strecker and Kenneth J. Colombini, United Technologies-Inmont, St. Louis, MO | |
| LCS 111:70:430 | |
| 2.3.6 — Quality Auditing Technical Committee | |
| A GENERIC GUIDELINE FOR QUALITY AUDITS | 327 |
| Walter Willborn, University of Manitoba, Canada | |
| LCS 345:90:000 | |
| QART—A QUALITY ASSURANCE STATUS EVALUATION | 331 |
| Harry B. Trulli, Eastman Kodak Company, Rochester, NY and Richard A. Freund, | |
| Quality Planning Services, Rochester, NY | |
| LCS 300:20:000 | |
| 2.4.1 — Metrology Technical Committee | |
| THE ROLE OF NBS CALIBRATIONS IN QUALITY ASSURANCE | 337 |
| Brian C. Belanger, National Bureau of Standards, Washington, D.C. | |
| LCS 700:70:991 | |

| | |
|---|-----|
| THE ROLE OF NBS SRM'S IN QUALITY ASSURANCE | 343 |
| Stanley D. Rasberry, National Bureau of Standards, Washington, D.C. | |
| LCS 710:70:991 | |
| 2.4.2 — Human Resources Division | |
| QC'S: PARTICIPATIVE VS AUTHORITATIVE ENVIRONMENTS | 349 |
| Wendy C. Fencel and Laurie A. Hirsch, Continental Illinois National Bank, Chicago, IL | |
| LCS 670:80:760 | |
| INSIDE A QUALITY CIRCLE | 357 |
| James E. Cooper, Westinghouse Electric Corp., Baldwin, MD | |
| LCS 670:00:000 | |
| PRIDE—A KEY TO QUALITY IMPROVEMENT | 359 |
| William H. Herald, Masonite Corp., Lewisburg, PA | |
| LCS 670:10:000 | |
| 2.4.3 — Computer Technologies Technical Committee | |
| INFORMATION MANAGEMENT USING A MICROCOMPUTER | 364 |
| Grant W. Zeigenfuss, Westinghouse Electric Corp., Annapolis, MD | |
| LCS 740:70:400 | |
| MANAGEMENT POLICY AND PRACTICES FOR QUALITY SOFTWARE | 369 |
| George D. Tice, Jr., Tektronix, Inc., Wilsonville, OR | |
| LCS 310:70:439 | |
| APPLYING SOFTWARE QUALITY METRICS | 373 |
| C.L. Carpenter, General Dynamics Corp.-Convair, San Diego, CA, and Gerald E. Murine, | |
| Metriqs, Inc., Carlsbad, CA | |
| LCS 310:70:419 | |
| 2.4.4 — Quality Costs Technical Committee | |
| COST OF QUALITY SYSTEM — A MANAGEMENT TOOL | 378 |
| James Demetriou, ITT Avionics Division, Clifton, NJ | |
| LCS 353:70:400 | |
| QUALITY VS BUSINESS — WHICH MANAGEMENT COMMITMENT? | 381 |
| Richard K. Dobbins, Honeywell Inc., Hatboro, PA | |
| LCS 300:10:000 | |
| MARKETING RESEARCH AND PRODUCT QUALITY | 385 |
| Frank M. Gryna, Jr., Juran Institute, Inc., Peoria, IL | |
| LCS 630:50:000 | |
| 2.4.5 — Product Safety and Liability Prevention Technical Committee | |
| FORMING A PRODUCT SAFETY ASSURANCE COMMITTEE | 393 |
| John J. Wargo, The Jacobs Manufacturing Company, Glastonbury, CT | |
| LCS 354:70:400 | |
| PRODUCT LIABILITY PREVENTION PROGRAM | 396 |
| Charles Suntag, C. Suntag Associates, Stratford, CT | |
| LCS 300:10:000 | |
| QUALITY (?) CAUSED RECALLS | 404 |
| Richard M. Jacobs, Consultant Services Institute, Livingston, NJ | |
| LCS 810:10:400 | |

1983 - ASQC QUALITY CONGRESS TRANSACTIONS - BOSTON

2.4.6 — Reliability Division

| | |
|--|-----|
| TUTORIAL ON SYSTEM RELIABILITY | 410 |
| Mitchell O. Locks, Oklahoma State University, Stillwater, OK | |
| LCS 800:10:000 | |

2.5.1 — Food, Drug and Cosmetics Division/Textile and Needle Trades Division

| | |
|--|-----|
| QUALITY CONTROLS IN HOSPITALITY SERVICE OPERATIONS | 412 |
| Carol A. King, The Qualityservice Group, Princeton, NJ | |
| LCS 020:00:870 | |

| | |
|---|-----|
| QUALITY MANAGEMENT AND COST RECOVERY | 418 |
| Subhash C. Puri, Agriculture Canada, Canada | |
| LCS 344:10:991 | |

| | |
|--|-----|
| MANAGEMENT: QUALITY VS OR QUALITY AND PRODUCTIVITY | 422 |
| John S. Lowman, Monsanto Textiles Company, Decatur, AL | |
| LCS 310:10:000 | |

2.5.2 — Human Resources Division

| | |
|---|-----|
| QUALITY CIRCLES—INTEGRATION WITH QUALITY CONTROL | 428 |
| David R. Schwinn, Ford Motor Company, Dearborn, MI, Michael J. Cleary and | |
| Gordon K. Constable, Wright State University, Dayton, OH | |
| LCS 310:10:400 | |

| | |
|---|-----|
| STATISTICS FIRST, QUALITY CIRCLES SECOND | 432 |
| Charles R. Stewart and Robert F. Hartstern, Gilbert/Commonwealth, Jackson, MI | |
| LCS 100:90:000 | |

| | |
|--|-----|
| QC CIRCLES: A CHALLENGE TO ASQC: UPDATE | 436 |
| Davida M. Amsden, Consultant, Huber Heights, OH, and Robert T. Amsden, University of | |
| Dayton, Dayton, OH | |
| LCS 300:70:000 | |

2.5.3 — Computer Technologies Technical Committee

| | |
|---|-----|
| QUALITY CONTROL AND ROBOTIC ASSEMBLY | 439 |
| David H. Evans, Oakland University, Rochester, MI | |
| LCS 320:10:439 | |

| | |
|--|-----|
| THE USE OF MICRO-COMPUTERS IN QUALITY CONTROL | 442 |
| Michael J. Cleary, Wright State University, Dayton, OH | |
| LCS 640:70:400 | |

| | |
|--|-----|
| WHAT DO CONTROL CHARTS REALLY MEAN? | 448 |
| Michael F. Flynn, Adolph Coors Company, Golden, CO | |
| LCS 110:10:000 | |

2.5.4 — Quality Costs Technical Committee

| | |
|--|-----|
| REDUCING FAILURE COSTS AND MEASURING IMPROVEMENT | 454 |
| William O. Winchell, General Motors Corp., Detroit, MI | |
| LCS 350:10:000 | |

| | |
|---|-----|
| QUALITY COSTS: WE KNOW WHERE WE'RE GOING! DO YOU? | 457 |
| James J. Wayne and Andrew F. Grimm, Harnischfeger Corp., Escanaba, MI | |
| LCS 353:10:437 | |

| | |
|---|-----|
| MANAGING COST OF QUALITY | 463 |
| Vyasara V. Murthy, Honeywell Information Systems, Billerica, MA | |
| LCS 363:30:436 | |
| 2.5.5 — International Session | |
| A SOLUTION TO MULTIPLE ASSESSMENT | 653 |
| Wilfred R. Thoday, European Organisation for Quality Control, England | |
| LCS 351:90:439 | |
| 2.5.6 — Product Safety and Liability Prevention Technical Committee | |
| PRODUCT LIABILITY LOSS PREVENTION: A CASE HISTORY | 466 |
| Edward C. Gustely, Alameda, CA | |
| LCS 354:10:433 | |
| HAZARD REVIEWS AND MEDICAL LINEAR ACCELERATORS | 472 |
| Douglas G. Farel, Varian Associates, Palo Alto, CA | |
| LCS 354:70:436 | |
| 3.2.1 — Administrative Applications Division | |
| PUT YOUR DATA TO WORK | 477 |
| Victor J. Goetz, Warner-Lambert Company, Morris Plains, NJ | |
| LCS 730:70:099 | |
| THE TAILOR-MADE QUALITY IMPROVEMENT STYLE | 483 |
| Johannes P. Lochner, Bateman Equipment Ltd., Republic of South Africa | |
| LCS 310:70:000 | |
| SUSTAINING TOP MANAGEMENT COMMITMENT TO QUALITY | 487 |
| Andrew H. West, Westinghouse Electric Corp., Baltimore, MD | |
| LCS 670:20:436 | |
| 3.2.2 — Chemical Division | |
| DEVELOPING A VALIDATION PROGRAM FOR QC TESTS | 493 |
| Mary G. Taylor, Julia L. Kantrowitz and Martin L. Lee, Travenol Laboratories, Inc., Glendale, CA | |
| LCS 310:70:428 | |
| COST EFFECTIVE LABORATORY QUALITY CONTROL | 496 |
| Lloyd P. Provost, Radian Corp., Austin, TX, and Robert S. Elder, JRB Associates, McLean, VA | |
| LCS 350:70:428 | |
| NESTED DESIGNS IN PROCESS VARIATION STUDIES | 503 |
| Frank J. Sinibaldi, Jr., St. Regis Paper Company, West Nyack, NY | |
| LCS 520:70:426 | |
| 3.2.3 — Biomedical Division | |
| TO BE PREPARED OR NOT PREPARED—THE FDA MAN COMETH | 509 |
| Reginald F. Johnson, G.D. Searle, Chicago, IL, James Hartman, Proctor & Gamble, Cincinnati, OH, Lloyd Newberry, Pall Biomedical Products, Long Island, NY and Frank Morrison, Sherwood Medical, St. Louis, MO | |
| LCS 320:10:400 | |

3.2.4 — Human Resources Division

COMPANY WIDE QUALITY — HOW DO YOU ATTAIN IT? 512
Tommy L. Jamison and Robert E. Jones, Dover Corp., Elevator Division, Horn Lake, MS
LCS 320:10:437

QUALITY — A UNION COMMITMENT 518
Robert J. Roth, U.A.W. Local 599 Buick, Flint, MI
LCS 000:90:000

QUALITY, FROM THE BEGINNING 521
Vernon C. Graham, Federal Government-U.S. Army, Fort Belvoir, VA
LCS 310:70:400

3.2.5 — Inspection Division

A MOTIVATION PROGRAM FOR INSPECTORS 525
Charles L. Carter Jr., Rath & Strong, Inc., Richardson, TX and G.M. Carter,
C.L. Carter, Jr. & Associates, Inc., Richardson, TX
LCS 670:10:400

3.2.6 — Reliability Division

BASICS OF HOW TO ANALYZE RELIABILITY DATA 529
Wayne Nelson, General Electric Company, Schenectady, NY
LCS 840:70:400

3.3.1 — Environmental Technical Committee

DATA MANAGEMENT FOR QUALITY ASSURANCE 535
Clinton E. Tatsch and Donald E. Lentzen, Research Triangle Institute, Research Triangle Park,
NC, and Gary L. Johnson, Environmental Protection Agency, Research Triangle Park, NC
LCS 340:70:991

A QA PROGRAM APPLIED TO A PARTICLE SAMPLER NETWORK 540
Susan L.K. Briggs, Harvard University, Boston, MA
LCS 730:70:000

AN APPROACH TO SUMMARIZING LAB QC DATA BY COMPUTER 547
Anthony M. Majahad, Harvard University, Boston, MA
LCS 730:70:000

HAZARDOUS WASTE ANALYSIS: QUALITY ASSURANCE ASPECTS 552
Paul Mills, Mead CompuChem, Inc., Research Triangle Park, NC
LCS 020:70:000

3.3.3 — Biomedical Division

QUALITY SYSTEM AUDITING TO MEET MEDICAL DEVICE GMP'S 557
Laurence D. Chipman and Vincent C. Zunino, Varian Associates, Inc., Palo Alto, CA
LCS 345:70:436

A TOTAL QUALITY SYSTEM FOR MEDICAL FACILITIES 560
Denise A. Gruska and Gregory F. Gruska, The Third Generation, Inc., Troy, MI
LCS 330:90:880

INTERACTIVE COMPUTER PROGRAMS FOR HOSPITAL QUALITY CONTROL ..565
J. Bert Keats, Oklahoma State University, Stillwater, OK, and J. Riley Goodin II,
Pritsker and Associates, Albuquerque, NM
LCS 640:70:880

QA APPLICATION TO BIOMEDICAL RESEARCH571
Alan F. Sewell, Abbott Laboratories, North Chicago, IL
LCS 600:70:880

3.3.5 — Administrative Applications Division

A SELF-EVALUATION CHECKLIST FOR QUALITY ENGINEERS577
John J. Gonet, N.A.P. Consumer Electronics Corp., Knoxville, TN
LCS 323:60:439

3.3.6 — Human Resources Division

HRM AND QWL: IMPACT ON PRODUCTIVITY (PANEL)586
John Brown, Arthur Young & Company, Worcester, MA, James Krause, General Motors
Corp.-Buick, Flint, MI, Kenneth Littlefield, Analogic Corp., Wakefield, MA, and Gulab Hira,
Gillette Company, Bedford, MA
LCS 670:00:000

